



2022 Annual Wellness Report

State of Wisconsin
Division of Personnel Management
Bureau of Equity and Inclusion

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Introduction

Well-being programs and initiatives for State of Wisconsin Government employees are comprised of many layers: The Department of Administration – Bureau of Equity and Inclusion (BEI), local agency efforts, the Well Wisconsin incentive program, and the Employee Assistance Program (EAP).

The purpose of this report is to provide a detailed summary of the program activities and available data for each component for the 2022 calendar year.

Executive Summary

- 2022 is the first year that BEI formally encouraged agencies to complete a wellness plan. Over 70% of survey respondents reported completing a plan in 2022, and 100% reported developing a plan for 2023.
- An ongoing area of focus is supporting employee mental well-being. BEI provided several tools to support employee mental well-being, including releasing a Mental Health and Well-being Strategy and Resource Guide, Question, Persuade, Refer (QPR) Training for agency Wellness and EAP Coordinators, and best practice guidance as part of Wellness Council and EAP Advisory meetings.
- Agencies reported the Annual Wellness Model Communication plan, monthly wellness newsletter, and annual wellness reports as the most valuable tools provided by BEI in 2022.
- Agencies reported many successes in 2022, including increased onsite support since the pandemic, integrating an equity lens into wellness programs strategy and resources, and utilizing the employer-sponsored activity option with Well Wisconsin for employees to earn incentive credit for agency-developed programs.
- A primary barrier for Wellness Champions is supporting employee well-being in addition to their primary job responsibilities.
- Well Wisconsin participation has slowly rebounded from the pandemic, with 36.7% of eligible employees participating in 2022.
- State employees' average number of health risks has reduced from 4.0 to 3.8.
- Individual utilization of the Employee Assistance Program, described as individuals accessing EAP counseling services, was 5.9%, which is above the national average for EAP utilization of 5%. The total EAP Engagement utilization was 21%. Engagement Utilization is described as any time an employee engages with EAP through individual cases, sessions, management cases, training sessions, education, health fair contacts and critical incident participants.

Bureau of Equity and Inclusion Summary

The Bureau of Equity and Inclusion (BEI) in the Division of Personnel Management (DPM) supports well-being programs and initiatives across the state enterprise. This responsibility includes establishing an enterprise-reaching framework and supporting wellness-related initiatives within each State agency. BEI also provides best practice recommendations, consultation, and support to agencies in developing and maintaining worksite wellness initiatives. BEI supports a network of State Wellness Champions across the enterprise, which includes 24 State agencies, 27 Wellness Champions, and 41 EAP Coordinators.

Utilizing trends in organizational well-being and feedback from stakeholders across the enterprise, BEI determines resources and support that best fit the needs of state agencies, which can often be summarized within two categories – Wellness Champion Development and Enterprise Program Support.

Wellness Champion Development refers to the technical support and professional development opportunities for State Wellness Champions to aid in developing and implementing employee well-being strategies at their state agency. Examples include support via the Wellness Council Community of Practice, training opportunities, agency program review, and best practice consultation.

Enterprise Program Support refers to the enterprise reaching support and tools that BEI develops or coordinates to supplement agency well-being efforts. These tools are based on data trends and are intended to help ease the burden for volunteer wellness champions as they develop and execute their wellness plans.

The following provides a detailed overview of the tools, resources, and support provided by BEI to the enterprise in 2022.

2022 Accomplishments

Wellness Champion Development		
Category	Resource	Notes
Committee	Enterprise Wellness Council	<ul style="list-style-type: none"> - Bi-Monthly meetings - Champions support topics ranging from data analysis, equity and inclusion, program planning, and topic-specific support.
Committee	EAP Advisory Committee	<ul style="list-style-type: none"> - Management Consultations Training (facilitated by Kepro) - February 23, 2022 - Preventing Burnout (facilitated by Kepro) June 22, 2022 - Resilient Wisconsin Resources (DHS guest speaker) - August 4, 2022
Committee	Wellness Council Advisory Sub-Committee	<ul style="list-style-type: none"> - Initially tasked with updating DPM bulletin DPM-0448-EI, the sub-committee continued to meet as needed to discuss best practice ideas and considerations to share with Wellness Council.
Training	Wellness Beyond One-Size Fits All – Applying an Equity Lens to Workplace Wellness Planning	<ul style="list-style-type: none"> - Offered to State Wellness Champions & agency wellness committees. - 38 attendees
Training	Question, Persuade, Refer (QPR) Suicide Prevention Training	<ul style="list-style-type: none"> - Offered to State Wellness Champions and EAP Coordinators - 40 attendees
Consult	New Wellness Champion Orientation	5
Consult	Agency Specific Program Consultation	4
Consult	Agency Wellness Committee Support	2
Enterprise Program Support		
Category	Resource	Notes
Resource	Wellness Newsletter Template	Ongoing, distributed monthly
Resource	Wellness Model Communication Plan	Ongoing, distributed annually
Report	Agency Wellness Reports	Ongoing, distributed annually
Resource	Wellness Resource Guides	Ongoing, distributed monthly
Policy	Enterprise Wellness and EAP Bulletin	Updated January 2022
Resource	Mental Well-being Strategy and Resource Guide	Distributed Q3 2022

State Agency Summary

As designated by the agency's Human Resources leadership, Wellness Champions are the primary drivers of well-being plans and strategies at the agency level. They serve as the primary contact for wellness information and distribution, in addition to setting goals and developing a wellness plan in collaboration with agency partners to support the advancement of employee well-being.

Across the State enterprise, there is variation in the approach that agencies take to support employee wellness. Only one of the 24 supported agencies has a staff member dedicated to employee wellness. Other agencies report having wellness responsibilities written into their position description, and most employees serve informally with the permission of their supervisor. Agencies also have variations in program infrastructure and strategic approach.

Utilizing self-reported status from the 2022 Equity and Inclusion Monitoring Audit and the 2022 Annual Wellness Champion Year-End Summary Assessment survey, the following summarizes well-being program structure across State of Wisconsin agencies, accomplishments, and barriers.

Key Findings

- The average time per month Champions dedicate to wellness is 13.5 hours.
 - The Department of Health Services has a full-time position dedicated to Employee Well-being. Few Champions report having wellness responsibilities written into their position description, and most serve with permission of their supervisor with no formally documented responsibility.
 - The Department of Corrections has a full-time position dedicated to Employee Assistance.
- 96% of supported agencies have a designated Wellness Champion.
- 67% report developing a wellness plan in 2022.
- 71% report having a wellness committee or agency workgroup focusing on employee well-being.
- 90% report having leadership support.
- 71% report utilizing wellness and available agency data to make data-informed decisions.
- Many agencies report that wellness is considered part of equity and inclusion planning and have planned meetings between equity and wellness stakeholders within the agency.

While many Wellness Champions have informal support from leadership and their direct supervisor, dedicated time to support employee well-being promotions, strategies, and programs is a barrier for most. Other barriers noted include: post-COVID workplaces and providing meaningful experiences for hybrid employees, coming up with fresh ideas, employee engagement in wellness programs and activities, and staff having the time to participate in activities.

Despite challenges, Champions continue to build capacity within their means and have had some very successful programs and initiatives within the past year. The following are self-reported program accomplishments from across the enterprise.

- Bringing back in-person programs that existed prior to 2020.

- Incorporation of an equity starting point in every meeting agenda. Led to a more engaged committee, the willingness of members to have courageous conversations, and regularly considering equity in programs and decisions.
- Identified and improved wellness communication by sharing a monthly wellness summary with timely resources to wellness ambassadors across the state and frequent article sharing in the weekly agency-wide newsletter.
- The internal wellness survey was successful in gathering employee data on well-being needs.
- Found success in blood drives, equity and wellness-focused books for upcoming book club, and mindfulness activities continue to be well attended.
- Leveraging the Calm app has supported staff and Mindful Monday meditations throughout the year. Employees could utilize their participation to earn credit for their Well Wisconsin incentive. Also had great success with interactive workshops (examples: KonMari method for workspace, bringing nature to our workspace, writing thank you cards for colleagues in celebration of Sparking Joy Celebration, caring for aging friends.)
- Hosted two lunch-and-learn sessions, one on the benefits of acupuncture and one on finding ways to incorporate mindfulness at work. We also successfully implemented a pilot program using the Insight Timer app, which led to leadership support for purchasing a larger license for agency use. Over 100 employees currently participate.
- Organized over 30 virtual fitness classes on Zoom.
- Enhanced content for the Wellness intranet page and developed a Microsoft Teams channel for staff to connect with timely wellness information with over 200 employees subscribed.
- Developed foundational vision, core values, and guiding principles to help inform wellness in 2023 and beyond.
- Hosted onsite events (biometric screenings, flu clinics, blood drives, health fairs), several campaigns and challenges (Dry January, Wear Red Day, Random Acts of Kindness, Rainbow Challenge, Move it Challenge, Summer Better Me Challenge, Winter Well-being Challenge.), trainings with Kepro, 16 staff attending the WCWI annual conference, and the creation of creative space "coloring walls" within a division and Serenity Room at the central office.
- Sponsored anti-bias training for managers and held several other talks, including supporting/destigmatizing mental health at work. Partnered with the EIAC to create a month-long kindness challenge. Did a 4-part wellness longevity series with Orange Shoe Fitness.

Well Wisconsin

Well Wisconsin is the uniform wellness benefit available to employees and their covered spouses who participate in the State Group Health Insurance Program. The incentive provides eligible participants with tools, resources, and wellness challenges to support their health and well-being goals and offers a \$150 reward for completing three program requirements. State Wellness Champions are asked, at minimum, to promote, share and communicate the Well Wisconsin resources and applicable events across their agency throughout the year, based on the Enterprise Wellness Model communication plan.

Annually, Well Wisconsin provides data on program participation, utilization of available programs, and breakdown of health risks of the state employee population. There is also data on two limited programs, the Diabetes Prevention Program and the MeQuillibrium (MeQ) Stress Management Program.

Key Findings

- In 2022, 26,020 state employees were eligible for the Well Wisconsin program. This number represents roughly 79% of the State employee population. Of the eligible population, 36.7% participated in all three requirements to earn their 2022 Well Wisconsin incentive.
- The State of Wisconsin employees' top health risks, as collected by the self-reported online health risk assessment, are as follows: overweight/obesity, nutrition, prevention, blood pressure, and sleep.
- The average risk per person was reduced from 4.0 to 3.8. While this remains in a high-risk category, any reduction in health risk factors is a positive shift.

Program Participation & Utilization

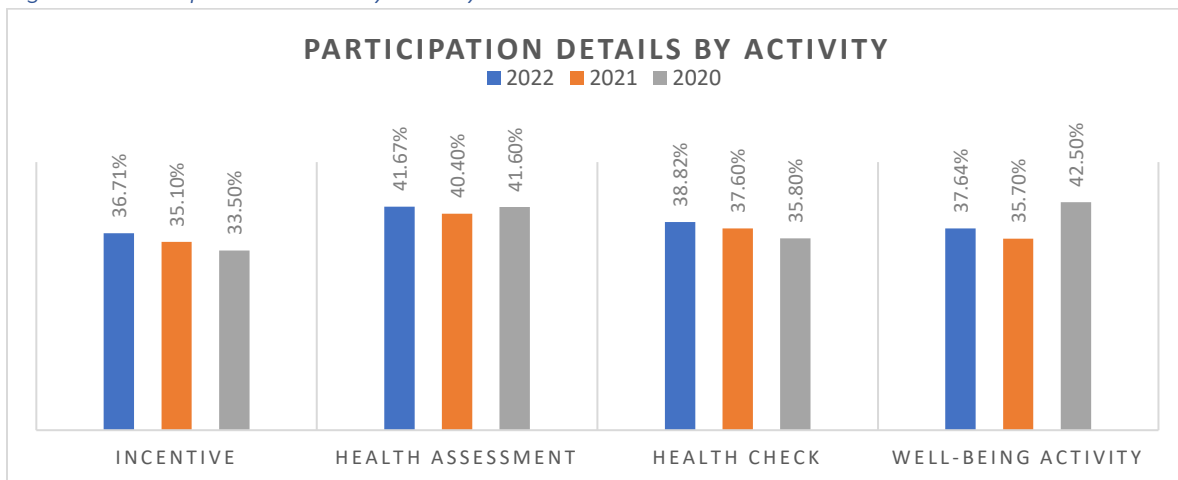
Well Wisconsin program participation was greatly affected by the COVID-19 pandemic, with a loss of 4.3% participation. Over the past few years, participation has slowly rebounded, with 36.7% of the eligible population completing all three requirements to earn their 2022 Well Wisconsin incentive. Figure 1 outlines Well Wisconsin participation trends dating back to 2019, comparing the State to the overall ETF population.

Figure 1: Overall Participation Trends

	2022	2021	2020	2019
STATE EMPLOYEE PARTICIPATION	36.7%	35.1%	33.9%	38.2%
TOTAL ETF POPULATION	30.83%	29.1%	27.5%	30.6%

Taking a deeper dive, Figure 2 outlines participation in detail by each of the steps required to earn the incentive. In 2022, 41.7% of eligible employees completed the health assessment, 38.8% completed the health check, and 37.6% completed the well-being activity, yet only 36.7% completed the entire incentive program. This result tells us that employees are engaging in one or more steps of the program but not completing all three phases. This outcome is not new, but the gap between start and completion is reducing.

Figure 2: Participation Details by Activity



Program utilization is another aspect of participation that provides valuable insight into the specific programs and resources employees engage in to complete the incentive. This information can inform communication and promotion strategies as well as specific topic areas of interest for the enterprise.

In 2022, two of the three steps to complete the Well Wisconsin incentive provided options for completion.

- The online health assessment is required, and no other options are offered for completion.
- For the health check option, employees can complete an onsite biometric screening at an employer location, do an at-home biometric test kit, log a dental cleaning, or participate in one health coaching call.
- For the well-being activity, employees had several options to choose from in 2022, including listening to two Well Wisconsin Radio sessions, completing an employer-sponsored activity at their worksite, participating in the Daily habits plan, completing three health coaching calls, participating in the stress less challenge or participating in the Invitational Steps Challenge.

Figure 3 provides completion details for each health check option and well-being activity offered. It is important to note that the provided information includes all Well Wisconsin program participants, including state employees, UW System employees, and local employers across the State.

Figure 3: 2022 Completion Details

HEALTH CHECK	
Dental Cleaning	76%
Screening (At Home Test Kit or Onsite Biometric Screening)	18%
Health Coaching call	19%
WELL-BEING ACTIVITIES	
Well WI Radio (two interviews)	66%
Employer-Sponsored Activity	12%
Daily Habits	9%
Health Coaching	8%
Stress Less Challenge	5%
Spring Invitational	3%

Population Health Risk

Population health risk data provides a drill down to specific risk factors contributing to overall employee health. This data is gathered via the online health assessment in the Well Wisconsin portal.

In 2022, 40.9% of eligible employees completed the online health assessment, which equates to 10,647 employees. Of those participants, 58.1% identified as female and 41.9% as male. Figure 4 provides detail related to the trends in health risk between 2021 and 2022. Previous years are not included as the health assessment was updated in 2021 and would not provide a valid comparison.

Figure 4: Employee Health Risks

Health Risks	2022	2021
Average Risk/Person	3.8	4.0
Risk Categories		
Alcohol	14.3%	14.7%
Anxiety	24.3%	26%
Blood Pressure	29.8%	40.9%
Blood Sugar	20.8%	26.8%
Cholesterol	27.6%	30.2%
Depression	18.3%	18.2%
Nutrition	66.7%	68.4%
Physical Activity	20.7%	21%
Prevention	32.8%	34.1%
Sleep	42.5%	46.3%
Stress	23.5%	25.2%
Tobacco	27.6%	30.2%
Weight (Overall)	75.1%	74.3%

*Data represents State employees. Spouses are not included.

Key: Red = Top 5 Health Risks

Note: Not a direct comparison due to different participants year over year.

While the top health risks remained the same from 2021 to 2022, improvements were documented for four out of five of the top risk categories, most notably blood pressure, with an 11.1% reduction in risk. Weight and risk related to elevated BMI continue to be a top concern.

Limited Programs

Well Wisconsin offers two limited programs to state employees, the Diabetes Prevention Program (DPP) and the MeQuilibrium Resilience program.

Diabetes Prevention Program

In 2022, WebMD hosted two DPP classes across the enterprise, one with the Department of Corrections and one with the Department of Administration. These locations were chosen based on the high prevalence of pre-diabetes among the employee population with the goals of reducing the risk and

prevalence of pre and developed diabetes. The program is certified by the Centers for Disease Control and Prevention and requires a yearlong commitment for participants to complete the entire program cycle.

The Department of Corrections cohort began in January 2022 with 14 employees and ended in December 2022 with four total that completed the entire program. Some noted accomplishments from the course include:

- 20% achieved weight loss and healthier eating goals
- 80% made progress towards weight loss and healthier eating goals
- 40% achieved physical activity goals
- 40% made progress towards their physical activity goal
- 100% noted the effectiveness of lifestyle coach as extremely helpful or very helpful in working towards lifestyle goals

A second cohort began with the Department of Administration in September 2022 with 12 employees. Completion data will be available once the program concludes in September 2023. To aid in a higher success rate for the second cohort, class instructors implemented the following updates:

- Implemented eligibility survey after information sessions
- Developed an accountability agreement for participants to sign
- Recruited office-based employees
- Recorded sessions to share with participants that miss the class

Data will continue to be gathered with the current and future cohorts of the program to evaluate effectiveness amongst the state employee population. Another cohort is planned for early 2023 with the Department of Health Services and Department of Public Instruction combined.

MeQuilibrium (MeQ)

MeQ is a web-based resilience program piloted to limited state agencies in 2022. Participating agencies include:

- Public Service Commission (PSC)
- Department of Public Instruction (DPI)
- Department of Natural Resources (DNR)
- Department of Health Services (DHS)
- Department of Justice (DOJ)
- Department of Administration (DOA)
- Department of Employee Trust Funds (ETF)
- Public Defenders Office (DPO)

The MeQ program is supported by WebMD program management staff through informational meetings, consultation, and monthly promotional communications. 2022 highlights of the meQ program include:

- An average of 28 new enrollments per month, with a total of 471 employees enrolled by December 2022.
- The DHS leads enrollment with 264 employees, followed by DNR with 78.
- 61% of participants engage in the program on a regular basis.
- 38% of engaged employees experienced an improvement in their four lowest resiliency factors.

While overall enrollment in the program is low based on eligible headcount, data will continue to be collected as the program continues, with hopes of expanding the program to the entire state enterprise in the coming years. This expansion will allow for further support from BEI to incorporate into the enterprise strategy and communication plan as it will have further reaching support beyond the limited agency profile that it currently operates with.

Employee Assistance Program

The State of Wisconsin partners with Kepro to provide free and confidential counseling and work-life support to State of Wisconsin employees and their household family members. Similar to the Well Wisconsin program, a network of designated EAP Coordinators across the State are asked, at minimum, to promote, share and communicate about the EAP benefit across the agency throughout the year.

The State receives quarterly aggregate reports that detail EAP program utilization, primary presenting concerns, and user demographics. These data points are used to identify program trends to inform strategic wellness plans and initiatives across the enterprise.

Utilization

Comparing 2022 EAP to previous years, utilization trends and user demographics for the State of Wisconsin EAP program remain constant, with no significant changes.

Individual EAP utilization includes all individuals accessing EAP services during the reporting period. When comparing individual EAP utilization between the State and national average, the State averages a 6% utilization rate, which is slightly higher than the [national average of 5%](#). While not a significant difference, it indicates the State is aligned with other organizations that offer EAP services. When accounting for engagement in all EAP-related services and benefits, the State had a 17% Engagement Utilization in 2022. Engagement utilization includes any time an employee interfaces with the EAP, specifically through individual cases, sessions, management cases, training sessions, education, and health fair contacts, and critical incident participants.

Figure 5 provides detailed information on the utilization of various EAP services throughout 2022 compared to previous years.

Figure 5: EAP Utilization Detail

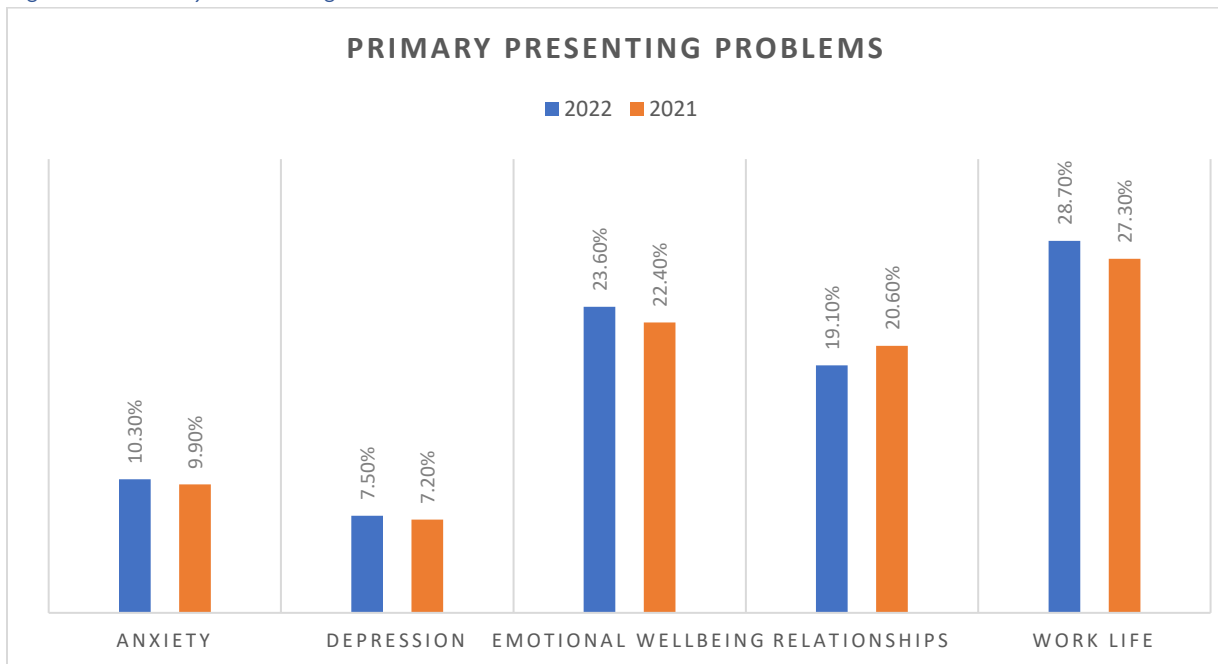
ENTERPRISE UTILIZATION DETAIL	2022	2021	2020
EAP Cases	1,959	2,392	1,288
Management Consultation Cases	57	84	142
EAP Session Count	2307	3476	n/a
EAP Training Hours Utilized	159	96	115
Total # Training Participants	3,304	2,725	2,374
CIS & Other Multipurpose Hours	66.5	87.5	34
CIS & Multipurpose Hours Participants	573	678	176
Total Lives touched	7,334	5,879	3,419
Total EAP Utilization	5.9%	7.1%	6.17%
Engagement Utilization	17%	n/a	n/a

Primary Presenting Concerns

The hallmark offering of the EAP is the counseling services available to state employees and their household family members. With mental health services in high demand, often with long wait times, EAP counseling is available within three business days to assist with mild to moderate mental health symptoms and work-life concerns.

In 2022 the average session count utilized for EAP services was 3.8 out of six sessions. According to data presented in Figure 6, addressing work-life concerns was the primary issue, followed by emotional well-being and relationships. Overall, the primary concerns have remained unchanged in the past two years.

Figure 6: Primary Presenting Problems



User Demographics

Historically, employee use of the EAP is much higher than the other covered household members. Over the past three years, we are seeing higher reported utilization from employee family members, including a spouse or significant other, dependent, or child. This trend is a positive shift, indicating increased awareness of family members of the available program and services.

Demographic trends also show that women are more likely to seek help than men. This trend coincides with research confirming that males are less likely to seek help for mental health difficulties than females. Figure 7 provides further details on the user demographic trends based on gender, age, and years of service.

Figure 7: EAP User Demographics

USER DEMOGRAPHICS		
	2022	2021
Relationship to Employee		
Employee	86.5%	88.1%
Spouse/Significant Other	5.3%	5.1%
Dependent	2.3%	2.9%
Child	4.9%	3.4%
Other	1.1%	.4%
Gender		
Male	34.3%	36.5%
Female	65.5%	63.4%
Unconfirmed	.1%	.1%
Age		
Undisclosed	2.3%	Data not gathered in 2021
>18	4.56%	
18-30	16%	
31-40	27%	
41-50	24%	
51-60	19.7%	
>60	6%	
Years of Service		
< 1 year	9.4%	6.4%
1-4 years	33.8%	39.3%
5-14 years	35.5%	35.1%
15-24 years	16.7%	14.8%
25+ years	4.7%	4.5%

Trends and Opportunities

A thorough review of all programs and resources available in 2022 indicates a successful year of supporting employee well-being across the enterprise with collaboration between the Department of Administration, state agencies, Well Wisconsin, and the Employee Assistance Program. As we continue to see trends with positive improvements in employee well-being and increased participation and utilization, there are still opportunities to provide further support and efficiency in delivering services to state employers, employees, and their family members in supporting overall well-being.

As we look forward to 2023 and beyond, the following summarizes observed trends and areas of opportunity in each of the program areas:

- While data was used to inform resources and services in 2022, a formal plan still needed to be developed. A formal enterprise wellness strategy has been developed for 2023 to detail wellness champion development and program support and to ensure transparency, accountability, and data-driven decisions.
- BEI supports 24 state agencies with unique and different needs regarding employee well-being strategies. This broad support leads to general program support that some agencies may not find as helpful. To help better serve our agency customers, BEI is committed to finding more meaningful ways to connect and provide support on a 1:1 basis.
- Only general feedback was received via the 2022 Annual Wellness Champion Year-End Assessment Survey regarding enterprise resources. This identified a need for a mechanism to evaluate effectiveness more regularly. BEI will seek ways to improve the evaluation of training and resources to aid in continuous improvement measures.

State Agencies

- State Wellness Champions and their committees continue to show dedication and passion for supporting employees within their agency. BEI will continue to explore ways to recognize champions and their committees for their positive contribution to the workplace and celebrate successes.
- Many agency committees operate at a grassroots level. Soliciting leadership support and commitment to employee well-being would provide the necessary means to elevate the efforts of champions and committees.
- Additional support of agency efforts through extended wellness networks across all locations and divisions within each agency may ease the burden of volunteer champions and committees and assist with employee engagement in well-being programs.
- While seeking more FTE support for employee wellness is not currently a priority project, data included in this summary provides preliminary support and a more detailed dive into how additional FTE could support the advancement of wellness, employee engagement, and belonging in the workplace.

Well Wisconsin

- Program participation has continued to rebound since the onset of the pandemic and will continue to be an area of focus, with a goal of enterprise participation increasing 1% annually until 40% of the eligible population is reached.
- To help achieve overall participation goals, an area of focus will be closing the gap between those who start the incentive and those who finish. This goal will require an increased focus and promotion of the available health check options and well-being activity options.
- While data trends indicate positive improvements in overall employee health risk (a reduction of 4.0 risks to 3.8), continued focus on supporting employee health through the promotion of Well Wisconsin and local agency efforts may help to continue the positive trend of improved health.

Employee Assistance

- EAP utilization trends and user demographics have remained consistent for many years. While this does indicate steady and consistent use, expanded promotion on the depth of offerings available from EAP may help to widen the scope in which employees think of EAP and drive utilization.
- Another opportunity to increase EAP exposure is through expanded promotion opportunities, such as onsite training, more frequent EAP orientations, and embedding EAP into regular agency communications.
- Agencies should also consider how to better integrate EAP into a larger strategy around employee mental well-being. Enterprise support is available to those seeking a more robust strategy.

As for the next steps, these areas of opportunity will be considered as BEI develops enterprise initiatives and strategies in the coming years.

Resources and References

Bureau of Equity and Inclusion

- 2022 Equity and Inclusion Monitoring Audit Reports
- 2022 Annual Wellness Champion Year-End Summary Survey

Well Wisconsin

- 2022 Well Wisconsin Key Findings Annual Review
- 2022 Well Wisconsin Health Assessment Data
- 2021 Well Wisconsin Health Assessment Data
- 2019-2022 Well Wisconsin Participation Data

Employee Assistance

- 2022 Enterprise EAP Utilization Summary, Kepro
- 2020 Enterprise EAP Utilization, FEI